

File

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September 22, 2005

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, MA 02110

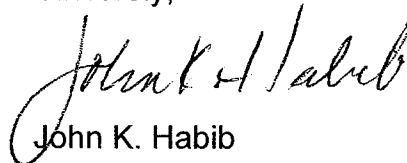
Re: Investigation by the Department of Telecommunications and Energy on its Own Motion to Increase the Participation Rate for Discounted Electric, Gas and Telephone Service, Pursuant to G.L. c. 159, § 105 and G.L. c. 164, § 76, D.T.E. 01-106

Dear Ms. Cottrell:

Please find attached the responses of New England Gas Company (the "Company") to the First Set of Information Requests issued by the Department of Telecommunications and Energy in this proceeding.

Thank you for your attention to this matter. Please contact me or Kevin Penders at the Company (401-574-2212) if you have any questions.

Sincerely,


John K. Habib

Enclosures

cc: Jeanne Voveris, Hearing Officer
Elizabeth Cellucci, Hearing Officer
Service List, D.T.E. 01-106

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO NEW ENGLAND GAS COMPANY
D.T.E. 01-106-B**

Dated: September 22, 2005
Respondent: Peter C. Czekanski

INFORMATION REQUEST DTE 1-01

On an individual Company basis, please provide the amount of low-income discount that is currently included in base rates. Provide a citation to the Company's last base rate proceeding or settlement where this amount was established. Provide the number of customers on each low-income discount rate at the end of the test year that was used in the Company's last base rate proceeding or settlement. Provide the number of customers on each low-income discount rate as of August 1, 2005. In addition, provide the total consumption of the low-income customers for each low-income rate class.

RESPONSE

Fall River

For New England Gas Company's Fall River Service Area, the amount of low-income discount currently included in base rates is \$470,000 (see D.T.E. 91-61 Revised Compliance Filing). This was based on 291 residential non-heat customers and 5,548 residential heating customers.

For the Fall River Service Area, as of August 1, 2005, there were 300 customers on the R-2 residential non-heat discount rate and 9,228 customers on the R-4 residential heating discount rate. Total consumption over the twelve-month period August 1, 2004 through July 31, 2005 was 43,052 ccf and 7,417,072 ccf respectively for the R-2 and R-4 discount rate classifications.

North Attleboro

For New England Gas Company's North Attleboro Service Area, the amount of low-income discount currently included in base rates is \$15,622 (see D.T.E. 91-78 order dated October 31, 1991 at page 5). This was based on 75 residential non-heat customers and 79 residential heating customers.

As of August 1, 2005, there was 1 customer on the R-2 residential non-heat discount rate and 112 customers on the R-4 residential heating discount rate. Total consumption over the twelve-month period August 1, 2004 through July 31, 2005 was 262 therms and 62,961 therms respectively for the R-2 and R-4 discount rate classifications.

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO NEW ENGLAND GAS COMPANY
D.T.E. 01-106-B**

Dated: September 22, 2005
Respondent: Peter C. Czekanski

INFORMATION REQUEST DTE 1-02

On an individual Company basis, please provide the amount of low-income discount that was included in base rates when the Company's rates were unbundled. Also, provide the number of customers on each low-income discount rate as of the date that the Company's rates were unbundled.

RESPONSE

Fall River

For New England Gas Company's Fall River Service Area, the low-income discount subsidy built into base rates when the Company's rates were unbundled was \$823,963. This was based on 56 R-2 customers with 8,024 ccf and 70 R-4 customers with 4,944,729 ccf.

North Attleboro

For New England Gas Company's North Attleboro Service Area, the low-income discount subsidy built into base rates when the Company's rates were unbundled was \$14,387. This was based on 2 R-2 customers with 398 therms and 70 R-4 customers with 69,434 therms.

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO NEW ENGLAND GAS COMPANY
D.T.E. 01-106-B**

Dated: September 22, 2005
Respondent: Peter C. Czekanski

INFORMATION REQUEST DTE 1-03

Please discuss which interest rate is appropriate to apply to any over- or under-recovery that results from a cost recovery mechanism.

RESPONSE

New England Gas Company believes that Bank of America's prime lending rate is the appropriate interest rate to apply to any over- or under-recovery which results from a cost recovery mechanism. This rate is used with the Seasonal Cost of Gas Adjustment and the Local Distribution Adjustment Clause reconciliations.

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO NEW ENGLAND GAS COMPANY
D.T.E. 01-106-B**

Dated: September 22, 2005
Respondent: Karen Czaplewski

INFORMATION REQUEST DTE 1-04

Please provide a detailed explanation of the Company's existing traditional outreach methods (i.e., not including the computer matching program) to ensure that the low-income discount rate is available to eligible customers. How often is each method of outreach conducted? What is the protocol for signing up new customers for the low-income discount rate under these traditional outreach methods? What is the protocol for removing customers from the low-income rate under traditional outreach methods?

RESPONSE

In December of each year, the Company includes a separate bill insert notifying customers of the availability of a low-income discount rate, including information relative to eligibility and enrollment. An example has been attached for your review.

In August of each year, the Company inserts a "Special Protections" form in customer bills. These forms, printed in English, Spanish and Portuguese, are sent to community action agencies and senior centers as well. Examples have been attached for your review.

Each Spring and Fall, the Company provides the relevant Low-Income Home Assistance Agencies' contact information through our "Connections" publication provided to all customers. This information details the various protections against terminations and the steps necessary for qualification. Examples have been attached for your review.

The Company also makes all brochures and low income rate schedules available to our customers upon request and they are also available on our web site, www.negasco.com.

Please refer to the Company's response to information request DTE 1-05 for the various procedures for sign up and removal of customers from the low-income rate.

Connections

A PUBLICATION OF NEW ENGLAND GAS COMPANY

FALL 2005



IN THE COMMUNITY

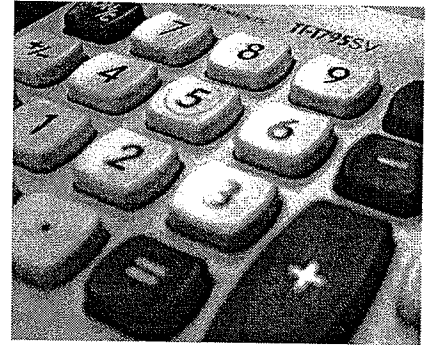
Rhode Island PBS Video Streaming Project

Through a grant from New England Gas Company's Community Connections Program, Video Streaming is available to schools across Rhode Island. This subscription-based Internet service gives teachers and students direct access to more than 4,500 full-length videos and 40,000

clips of core curriculum, standards-based video programs. A simple search can locate grade- and subject-specific content in science, social studies, language arts, math and health, all available for viewing directly on a computer. Content is accessible from any Internet-enabled computer, making it easier for educators to develop lesson plans from any location. Rhode Island PBS provides demonstrations and accredited teacher training throughout the year.

Christine Lyons, Reading Specialist at North Kingstown High School, has been using Video Streaming for about a year. According to Ms. Lyons, "When the media specialist in our school gave me the initial introduction, I knew right away that this would be an important tool for our school, and for me personally. In an age where making content accessible for all kids is the order of the day, Video Streaming is an unbelievable tool!"

More than 200 schools currently use Video Streaming in their classrooms, and last spring over 17,000 video clips were incorporated into lessons. For more information, please visit the Education Services section of the Rhode Island PBS web site at www.ripbs.org/education.



PAYMENT OPTIONS

Direct Payment Service

Direct Payment Service is the most efficient and convenient way to pay your New England Gas Company bill, and it's free to New England Gas Company customers. Each month, the amount due can be automatically withdrawn from a checking or savings account at the financial institution of your choice. You will still receive a New England Gas Company bill and will have approximately 25 days to review the actual bill. Please call to request a Direct Payment Service application or visit New England Gas Company at www.negasco.com to download an enrollment form.

Rhode Island (401) 831-8800
Massachusetts (800) 544-4944

Budget Billing Plan

Budget Billing is a monthly payment plan that spreads your annual gas costs more evenly throughout the year. This free program is available to all residential customers. Please call to request a Budget Billing Plan application or visit New England Gas Company at www.negasco.com to download an enrollment form.

Rhode Island (401) 831-8800
Massachusetts (800) 544-4944

SAFETY

Carbon Monoxide: The "Silent Killer"

Carbon monoxide (CO) is called the "silent killer." Colorless, odorless and tasteless, it can invade your home without warning. As you breathe it in, the CO displaces the oxygen you need to survive. Even in small quantities it can cause headaches, nausea, dizziness, irregular breathing, sleepiness and confusion. In larger concentrations, it leads to unconsciousness and death. Here are some important things to keep in mind about carbon monoxide safety:

- Whether you heat your home with natural gas, oil, propane, coal or wood, your heating system can produce toxic CO if it is not working properly or not vented correctly.
- Signs of CO include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system.
- Reduce the risk of CO poisoning by having your heating equipment "tuned up" each year, preferably before the heating season begins. *(continued on back)*

Rhode Island Termination of Utility Service Regulations

The Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers regulate rules relating to the termination of residential gas service. These rules provide options for customers with an outstanding balance and for customers whose service has already been terminated. There are two sets of payment plans available to customers, based on class: "standard customer class" and "protected customer class." A "standard" customer is a customer not categorized in one of the protected classes. A "protected" customer is a residential customer about whom the utility has evidence of one or more of the following:

- Unemployed/receiving unemployment compensation;
- Elderly (all members of household must be 62 or older) or disabled (an affidavit stating one disability – verified by a physician – is required);
- Receiving assistance via LIHEAP (Low Income Home Energy Assistance Program);
- Seriously ill – illness that is life threatening or may become life threatening, or a disability – verified by a physician.

These regulations prevent gas utilities from terminating residential service during the utility termination moratorium period (November 1st through April 15th) for nonpayment of a delinquent account if the customer is a "protected class" customer (see above).

Specific steps guide the payment plan process for each customer class, as indicated on the following charts:

The terms of each step of the Standard Customer Payment Plans are as follows:

| Step 1A | Step 1B |
|--|--|
| Standard Customer Payment Plan Pre-Termination | Standard Customer Payment Plan Pre-Termination Six Month Option |
| <ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan). • Not available to customers after termination of service. | <ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/6 of the unpaid balance plus the amount due for current usage). • Not available to customers after termination of service. |
| Step 2 | |
| Standard Customer Payment Plan Pre-Termination Re-negotiation | |
| <ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/12 of the estimated prospective average annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan). • Not available to customers after termination of service. | |
| Step 3 | |
| Standard Customer Payment Plan Post-Termination | |
| <ul style="list-style-type: none"> • Initial down payment of 60% of the customer's unpaid balance required. • Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/3 of the customer's unpaid balance for the first three months of the plan). | |
| Step 4 | |
| Post-Termination 100% may be required | |
| <ul style="list-style-type: none"> • A customer may be required to pay up to 100% of the customer's unpaid balance to restore service. | |

Low Income Home Energy Assistance Agencies

MASSACHUSETTS

Fall River
 Citizens for Citizens
 (508) 679-0041

North Attleboro
 Self Help
 (508) 226-4192

RHODE ISLAND

Blackstone Valley
 Blackstone Valley Community Action
 (401) 723-4520

Cranston
 Comprehensive Community Action
 (401) 467-7013

East Bay
 East Bay Community Action
 (401) 683-3322

Northeast
 Tri-Town Community Action
 (401) 351-2750

Providence
 Providence Community Action
 (401) 273-0882

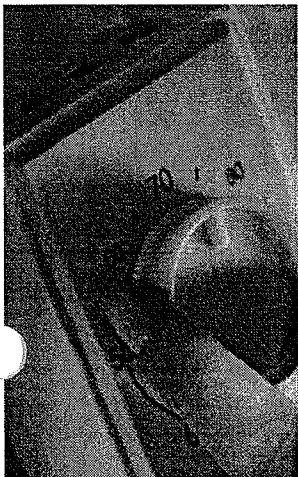
Department of Elderly Affairs
 (401) 462-3000

South County
 South County Community Action
 (401) 789-3016

West Bay
 West Bay Community Action
 (401) 732-4660

The terms of each step of the Protected Customer Payment Plans are as follows:

| | | | |
|--|--|--|--|
| Step 1A Protected Customer Payment Plan Pre-termination | <ul style="list-style-type: none">No down payment required.Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).Only available prior to termination of service. | Step 1B Protected Customer Payment Plan Post-Termination <ul style="list-style-type: none">Initial down payment of 25% required.Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).Not available to a customer who has become disenrolled from a Step 1A Payment Plan. | Step 1C Protected Customer Payment Plan Six Month Option <ul style="list-style-type: none">Pre-Termination<ul style="list-style-type: none">No down payment required.Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage).Post-Termination<ul style="list-style-type: none">25% down payment required.Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). |
| Step 2 Protected Customer Payment Plan Pre-termination Re-negotiation | <ul style="list-style-type: none">No down payment required.Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance) + (1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).LIHEAP recipients may renegotiate one additional time upon receipt of a LIHEAP promissory note or at the time when the utility receives the LIHEAP grant, whichever is first. Customer must pay each month for 12 months the sum of (1/12 of the unpaid balance) + (1/12 of the prospective use after reducing the amount due by the amount of the LIHEAP grant/promise).Only available prior to termination of service. | | |
| Step 3 Protected Customer Payment Plan Post-termination | <ul style="list-style-type: none">Initial down payment of 25% of the customer's unpaid balance required.Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | | |
| Step 4 Protected Customer Payment Plan Post-termination | <ul style="list-style-type: none">Initial down payment of 35% of the customer's unpaid balance required.Must pay each month for twelve months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | | |
| Step 5 Protected Customer Payment Plan Post-termination | <ul style="list-style-type: none">Initial down payment of 50% of the customer's unpaid balance required.Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | | |
| Reasonable Payment Plan Based on Individual Case-By-Case Analysis | <ul style="list-style-type: none">Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances. | | |



Massachusetts Termination of Utility Service Regulations

Age 65 and Older Protection

In Massachusetts, if you and everyone living in your home are 65 years old or older, you may be eligible for special protection from gas shut-offs resulting from overdue bills.

Other Protections

Your natural gas service cannot be shut off, or will be restored, if you provide certification to New England Gas Company that you are unable to pay any overdue bill because of financial hardship, and;

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th, natural gas is used as your primary heating fuel and your service was not shut off for nonpayment before November 15th.

IN THE COMMUNITY *continued*

Audubon Society of Rhode Island Urban Education Program

Through its partnership with the Audubon Society of Rhode Island (ASRI), New England Gas Company supports environmental education in the classroom for elementary school students throughout the Fall River school district. In addition to classroom instruction, students and teachers who participate in the Urban Education Program benefit from field exploration at one of Audubon's wildlife refuges or at its Environmental Education Center located in Bristol, Rhode Island. To learn more about the environment or any of Audubon's educational programs, visit their web site at www.asri.org.



Newspaper in Education Program

New England Gas Company is pleased to sponsor The Sun Chronicle's Newspaper in Education Program, enabling the Sun Chronicle and accompanying materials to be provided at no cost to classrooms in North Attleboro and Plainville, Massachusetts. The Newspaper in Education program is an important tool in teaching students math, science, reading and writing skills. For more information, visit The Sun Chronicle's web site at www.thesunchronicle.com/nie.

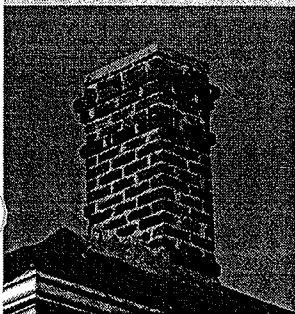
SAFETY

Carbon Monoxide: The "Silent Killer" *continued*

- **Chimney Safety:** A plugged or blocked chimney could cause the products of combustion to back up and filter through your home and that is very dangerous to your health. Have your chimney or vent pipes checked for blockage at the same time.
- High efficiency furnaces, water heaters and other energy-saving appliances may have exhaust vents that exit your building through an exterior wall rather than through a chimney. These vents can become blocked in the winter months by snow and ice, which can affect the safe operation of the appliance. Therefore, please ensure that all snow, ice and other obstructions are removed from your venting systems.
- Also make sure your home is adequately ventilated, particularly if you have added insulation to your home, had major renovations done or have enclosed your heating system to increase living space.
- Seek medical attention immediately if CO is detected.

Carbon Monoxide Detectors Can Save Lives

A properly installed CO detector can alert you to its presence. If the alarm sounds, **leave your home immediately**. Call the fire department from another location and ask them to check your home for the presence of CO.



Inspect Chimneys and Flues

New England Gas Company urges you to have a licensed heating contractor periodically inspect your chimneys and flue pipes for safe operation. Chimneys and flue pipes should be checked for soot, residue or any other obstructions that could disrupt the flow of escaping gases and cause improper venting of carbon monoxide (CO).

DID YOU KNOW?

It's Okay to Ask

Anyone working on behalf of New England Gas Company is required to carry an identification badge at all times. To verify an individual's status as our authorized representative, please call New England Gas Company at (401) 831-8800 for Rhode Island customers or (800) 544-4944 for Massachusetts customers.

Pay Stations

You may pay your New England Gas Company bill in person. To find a pay station that is conveniently located near you, please visit our web site at www.negasco.com. You will find an up-to-date list of pay stations under "For Your Home/Payment Options."

Need Assistance? Get the Help You Need

In Rhode Island and Massachusetts, there are a number of energy assistance sources available for customers who need help paying their energy bills. You may also qualify for "Special Protection" status. Enrollment forms are mailed to customers once a year. For more information, please call our Customer Contact Center.

CUSTOMER SERVICE

Rhode Island (401) 831-8800

Massachusetts (800) 544-4944

Hearing & Speech Impaired Dial 711

Web Site www.negasco.com

HOURS

New England Gas Company's customer service telephone hours are 7:30 AM to 6:30 PM, Monday through Friday. Beginning the weekend after Labor Day through the weekend preceding the Memorial Day holiday weekend, our Customer Contact Center will also be open on Saturdays from 7:30 AM to 4:00 PM.

GAS LEAK EMERGENCY

Rhode Island (401) 272-3330

Massachusetts (800) 936-7000

New England Gas Company

Safe. Reliable. Efficient. And caring.

Connections

A PUBLICATION OF NEW ENGLAND GAS COMPANY

MARCH / APRIL 2005



IN THE COMMUNITY

Employees Support Rhode Island Community Food Bank

Due to the promotion of a senior customer field service technician, a customer field service van (equipped with air conditioning, AM/FM radio) was in high demand. Brian Hunt, customer field service manager at New England Gas Company's Dexter Street facility, was asked how he would

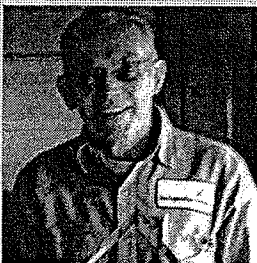
assign the truck. Typically, a van is assigned based on the age and status of the vehicle being replaced. However, when this van became available, Brian had an idea: with the holiday season approaching, Brian coordinated a raffle to see who would be assigned the vehicle and, in the process, raised money for a local charity.

Brian received help from Dave Andrews and Chris Pimentel, customer field service technicians, who came in early to produce the tickets in time for the start of the workday. Raffle tickets were sold for \$5 each and were made available to the customer field service technicians. However, everyone in the Customer Field Service Department at Dexter Street was invited to make a donation. Through this effort, members of the Customer Field Service Department (including technicians and supervisors) raised \$1,000 for the Rhode Island Community Food Bank.

Michael Gorman Celebrates 50 Years of Service

Mike Gorman works in the Store Room at New England Gas Company's Anawan Street facility in Fall River, Massachusetts. He ensures that Operations personnel for the Fall River and Bristol & Warren service areas have the supplies they need on a daily basis.

On January 24, 2005, Mike marked 50 years of service with the company.



Mike began his career at the former Fall River Gas Company on January 24, 1955. Prior to the joining the company, Mike served on the USS HR Dickson, a destroyer, as a Machinist's Mate from 1951-1955. After he was honorably discharged from the Navy, he visited the Veterans' Administration office, which was located across the street from the headquarters of the Fall River Gas Company. Several days after applying for a job, Mike started as a laborer in the Street Department.

About a year later, he moved to the Service Department, working as a technician. He later worked as a meter reader for 18 years, before moving to the Store Room.

On July 11 of this year, Mike will celebrate 52 years of marriage with his wife Hazel. They have 4 children, 4 grandchildren and 1 great-granddaughter. When he is not working, he enjoys doing home improvement projects, traveling and reminiscing with his shipmates at their annual reunions. He exercises each morning prior to coming to work at 6:30 AM. Although he never thought he would be at the company for 50 years, Mike has no plans on retiring any time soon.

SAFETY

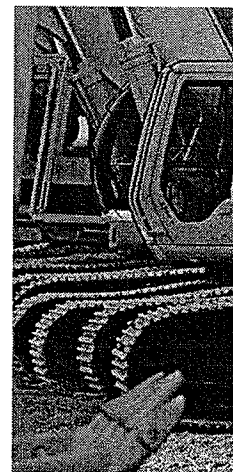
Dig Safe

Planting a tree? Digging a post hole for a fence or deck? You should call (888) DIG-SAFE (344-7233) to get utility locations marked. Remember, call before you dig. It's the law!

Prior to beginning any outdoor construction or home improvement project that involves digging, excavating, trenching or grading, Remember to call Dig Safe (888) DIG-SAFE (344-7233). State law requires advance notice of at least 48 hours in Rhode Island and 72 hours in Massachusetts (excluding weekends and holidays) before you get ready to begin your outdoor project. One call to Dig Safe is all it takes to notify all member utility companies of your excavation project. In turn, these utilities respond to the work area and mark the location

of their underground facilities. Callers are given a permit number as confirmation.

Dig Safe is a free service funded entirely by member utility companies. The program is designed to promote public safety, protect vital utility



underground facilities and avoid costly damage. Calling Dig Safe before you dig into your next outdoor project isn't just smart, it's responsible, and, it's the law.

Please visit the Dig Safe web site (www.digsafe.com) to learn more or call (888) DIG-SAFE (344-7233).



Rhode Island Termination of Utility Service Regulations

The Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers regulate rules relating to the termination of residential gas service. These rules provide options for customers with an outstanding balance and for customers whose service has already been terminated. There are two sets of payment plans available to customers, based on class: "standard customer class" and "protected customer class." A "standard" customer is a customer not categorized in one of the protected classes. A "protected" customer is a residential customer about whom the utility has evidence of one or more of the following:

- Unemployed/receiving unemployment compensation;
- Elderly (all members of household must be 62 or older) or disabled (an affidavit stating one disability – verified by a physician – is required);
- Receiving assistance via LIHEAP (Low Income Home Energy Assistance Program);
- Seriously ill – illness that is life threatening or may become life threatening, or a disability – verified by a physician.

These regulations prevent gas utilities from terminating residential service during the utility termination moratorium period (November 1st through April 15th) for nonpayment of a delinquent account if the customer is a "protected class" customer (see above).

Specific steps guide the payment plan process for each customer class, as indicated on the following charts:

The terms of each step of the Standard Customer Payment Plans are as follows:

| Step 1A | Step 1B |
|--|--|
| Standard Customer Payment Plan Pre-Termination | Standard Customer Payment Plan Pre-Termination Six Month Option |
| <ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan). • Not available to customers after termination of service. | <ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/6 of the unpaid balance plus the amount due for current usage). • Not available to customers after termination of service. |
| Step 2 | |
| Standard Customer Payment Plan Pre-Termination Re-negotiation | |
| <ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/12 of the estimated prospective average annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan). • Not available to customers after termination of service. | |
| Step 3 | |
| Standard Customer Payment Plan Post-Termination | |
| <ul style="list-style-type: none"> • Initial down payment of 60% of the customer's unpaid balance required. • Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/3 of the customer's unpaid balance for the first three months of the plan). | |
| Step 4 | |
| Post-Termination 100% may be required | |
| <ul style="list-style-type: none"> • A customer may be required to pay up to 100% of the customer's unpaid balance to restore service. | |

Low Income Home Energy Assistance Agencies

MASSACHUSETTS

Fall River
 Citizens for Citizens
 (508) 679-0041

North Attleboro
 Self Help
 (508) 226-4192

RHODE ISLAND

Blackstone Valley
 Blackstone Valley Community Action
 (401) 725-8707

Cranston
 Comprehensive Community Action
 (401) 467-7013

East Bay
 East Bay Community Action
 (401) 683-3322

Northeast
 Tri-Town Community Action
 (401) 351-2750

Providence
 Providence Community Action
 (401) 273-0882

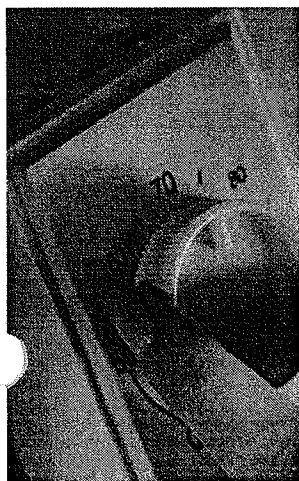
Department of Elderly Affairs
 (401) 462-3000

South County
 South County Community Action
 (401) 789-3016

West Bay
 West Bay Community Action
 (401) 732-4660

The terms of each step of the Protected Customer Payment Plans are as follows:

| Step 1A | Step 1B | Step 1C |
|---|---|---|
| Protected Customer Payment Plan Pre-termination | Protected Customer Payment Plan Post-Termination | Protected Customer Payment Plan Six Month Option |
| <ul style="list-style-type: none"> • No down payment required. • Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). • Only available prior to termination of service. | <ul style="list-style-type: none"> • Initial down payment of 25% required. • Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). • Not available to a customer who has become disenrolled from a Step 1A Payment Plan. | <div> <div>Pre-Termination</div> <ul style="list-style-type: none"> • No down payment required. • Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). </div> <div> <div>Post-Termination</div> <ul style="list-style-type: none"> • 25% down payment required. • Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). </div> |
| Step 2 | Step 3 | Step 4 |
| Protected Customer Payment Plan Pre-termination Re-negotiation | Protected Customer Payment Plan Post-termination | Protected Customer Payment Plan Post-termination |
| <ul style="list-style-type: none"> • No down payment required. • Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance) + (1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). • LIHEAP recipients may renegotiate one additional time upon receipt of a LIHEAP promissory note or at the time when the utility receives the LIHEAP grant, whichever is first. Customer must pay each month for 12 months the sum of (1/12 of the unpaid balance) + (1/12 of the prospective use after reducing the amount due by the amount of the LIHEAP grant/promise). • Only available prior to termination of service. | <ul style="list-style-type: none"> • Initial down payment of 25% of the customer's unpaid balance required. • Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | <ul style="list-style-type: none"> • Initial down payment of 35% of the customer's unpaid balance required. • Must pay each month for twelve months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). |
| Step 5 | Step 6 | Step 7 |
| Protected Customer Payment Plan Post-termination | Protected Customer Payment Plan Post-termination | Protected Customer Payment Plan Post-termination |
| <ul style="list-style-type: none"> • Initial down payment of 50% of the customer's unpaid balance required. • Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | <ul style="list-style-type: none"> • Initial down payment of 50% of the customer's unpaid balance required. • Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | <ul style="list-style-type: none"> • Initial down payment of 50% of the customer's unpaid balance required. • Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). |
| Reasonable Payment Plan Based on Individual Case-By-Case Analysis | Reasonable Payment Plan Based on Individual Case-By-Case Analysis | Reasonable Payment Plan Based on Individual Case-By-Case Analysis |
| | | |
| | <ul style="list-style-type: none"> • Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances. | |



Massachusetts Termination of Utility Service Regulations

Age 65 and Older Protection

In Massachusetts, if you and everyone living in your home are 65 years old or older, you may be eligible for special protection from gas shut-offs resulting from overdue bills.

Other Protections

Your natural gas service cannot be shut off, or will be restored, if you provide certification to New England Gas Company that you are unable to pay any overdue bill because of financial hardship, and;

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th, natural gas is used as your primary heating fuel and your service was not shut off for nonpayment before November 15th.

Payment Options

Direct Payment Service

Direct Payment Service is the most efficient and convenient way to pay your New England Gas Company bill, and it's free to New England Gas Company customers. Each month your gas bill amount will be automatically taken out of your checking or savings account at the financial institution of your choice. You will still receive your New England Gas Company bill and will have approximately 25 days to review the actual bill amount.

Budget Billing Plan

Budget Billing is a monthly payment plan that spreads your annual gas costs more evenly throughout the year. This free program is available to all residential heating customers.

To request an application for either Direct Payment Service or the Budget Billing Plan, please call or e-mail Customer Service for your area.

Pay Stations – Find One Near You

Many of our customers prefer to pay their New England Gas Company bill in person. Our web site has a current listing of convenient payment stations near you. View this list at www.negasco.com/home/stations.pnp or call Customer Service for your area.

Need Assistance? Get The Help You Need

In Rhode Island and Massachusetts, there are resources available to customers who need help paying their energy bills.

If you or someone you know is without natural gas service, or behind on payments, call us. We work with our customers individually to establish payment plans, and can also provide customers with a list of energy assistance sources. After an acceptable customer payment is made, we will establish a payment plan and gas service can be restored.

You may also be eligible for "Special Protection" status. Eligibility enrollment forms for Rhode Island and Massachusetts residents are sent to customers once a year, but you may request one by contacting Customer Service for

your area or download the forms from our website www.negasco.com/For_Your_Home/Payment_Options.

RHODE ISLAND

Visit the Rhode Island State Energy Office web site for information about the energy assistance programs available in Rhode Island. www.riseo.state.ri.us/programs/liheap.html

Rhode Island Good Neighbor Energy Fund

Since 1986, the Rhode Island Good Neighbor Energy Fund has provided energy assistance to Rhode Islanders in temporary crisis who cannot pay their energy bills and do not qualify for federal or state funds. You can give warmth to a family in need. New England Gas Company will donate an additional dollar for every two dollars that our customers give to the Good Neighbor Energy Fund. So, "Warm Thy Neighbor" by including your tax-deductible gift in the donation envelope enclosed with your bill. Or, simply send your check payable to "Good Neighbor" to The Salvation Army at 756 Eddy Street, Providence, RI 02903, (401) 421-0956. www.rigoodneighbor.org

MASSACHUSETTS

If you are a Massachusetts resident whose household income falls within certain guidelines, you may qualify for energy assistance and conservation services.

Fall River area residents should call Citizens for Citizens at (508) 679-0041 for more information. In the North Attleboro area, contact Self Help at (508) 226-4192.

Massachusetts Good Neighbor Energy Fund

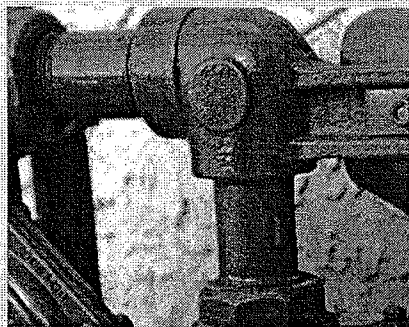
Administered by the Salvation Army, the fund helps customers pay their energy bill, especially those in financial crisis who may not qualify for other means of fuel assistance. The Massachusetts Good Neighbor Energy Fund is funded by utilities and utility customers across Massachusetts including New England Gas Company and its customers. If you would like to know how to apply for this program, or wish to donate, please call the Massachusetts Salvation Army at 1-800-334-3047.

www.magoodneighbor.org

DID YOU KNOW?

Maintaining Gas Lines

New England Gas Company is required under federal and state regulations to maintain natural gas service lines up to and including the gas meter. Beyond the meter, the maintenance of any piping is the responsibility of the customer or property owner. Sometimes, a customer's piping may be underground. If customers



do not maintain their underground gas lines, the piping may corrode and leak, causing a potential safety hazard. This gas piping should be periodically inspected for leaks, and if metal, the pipes should also be inspected for corrosion. For more information, visit our web site at www.negasco.com/Safety.

CUSTOMER SERVICE

| | |
|---------------------------|--|
| Rhode Island | (401) 831-8800 |
| Massachusetts | (800) 544-4944 |
| Hearing & Speech Impaired | Dial 711 |
| Web Site | www.negasco.com |

GAS LEAK EMERGENCY

| | |
|---------------|----------------|
| Rhode Island | (401) 272-3330 |
| Massachusetts | (800) 936-7000 |

HOURS

New England Gas Company's customer service telephone hours are 7:30 AM to 6:30 PM, Monday through Friday. Beginning the weekend after Labor Day through the weekend preceding the Memorial Day holiday weekend, our Customer Contact Center will also be open on Saturdays from 7:30 AM to 4:00 PM.

New England Gas Company

Safe. Reliable. Efficient. And caring.

September/October 2004

Connections

A PUBLICATION OF NEW ENGLAND GAS COMPANY

IN THE COMMUNITY



On August 5, 2004, New England Gas Company hosted its second annual Community Connections Night at McCoy Stadium.

The event honors the company's community partners and recognizes the efforts of employee volunteers. Community Connections, New England Gas Company's comprehensive community leadership initiative, encompasses all of the company's community service activities, charitable contributions, employee volunteerism and consumer outreach programs within the company's service area. Employee volunteerism increased by nearly 40% this year. *(continued on back cover)*

Direct Payment Service

Direct Payment Service is the most efficient and convenient way to pay your New England Gas Company bill, and it's free to New England Gas Company customers. Each month, the amount due can be automatically withdrawn from a checking or savings account at the financial institution of your choice. You will still receive a New England Gas Company bill and will have approximately 25 days to review the actual bill. Please call to request a Direct Payment Service application or visit New England Gas Company at www.negasco.com to download an enrollment form.

Rhode Island (401) 831-8800
Massachusetts (800) 544-4944

If You Smell Gas...

1. Leave the building (home or business) immediately, taking everyone with you (including pets), and leave all doors and windows open behind you. Don't re-enter the building to open doors and windows.
2. Do Not:
 - use phones, computers, appliances, elevators or garage door openers
 - touch electrical outlets, switches or doorbells
 - smoke or use a lighter, match or other open flame
 - position or operate vehicles or powered equipment where leaking gas may be present



3. From another location, call New England Gas Company, 24 hours a day, 7 days a week. You can also call your local fire department who will in turn notify New England Gas Company to respond and investigate.

Budget Billing Plan

Budget Billing is a monthly payment plan that spreads your annual gas costs more evenly throughout the year. This free program is available to all residential customers. Please call to request a Budget Billing Plan application or visit New England Gas Company at www.negasco.com to download an enrollment form.

Rhode Island (401) 831-8800
Massachusetts (800) 544-4944

GAS LEAK EMERGENCY NUMBERS

Rhode Island (401) 272-3330

Massachusetts (800) 936-7000


New England Gas Company
Safe. Reliable. Efficient.

RHODE ISLAND TERMINATION OF UTILITY SERVICE REGULATIONS

The Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers regulate rules relating to the termination of residential gas service. These rules provide options for customers with an outstanding balance and for customers whose service has already been terminated. There are two sets of payment plans available to customers, based on class: "standard customer class" and "protected customer class." A "standard" customer is a customer not categorized in one of the protected classes. A "protected" customer is a residential customer about whom the utility has evidence of one or more of the following:

- Unemployed/receiving unemployment compensation;
- Elderly (all members of household must be 62 or older) or disabled (an affidavit stating one disability - verified by a physician - is required);
- Receiving assistance via LIHEAP (Low Income Home Energy Assistance Program);
- Seriously ill - illness that is life threatening or may become life threatening, or a disability - verified by a physician.

These regulations prevent gas utilities from terminating residential service during the utility termination moratorium period (November 1st through April 15th) for nonpayment of a delinquent account if the customer is a "protected class" customer (see above).

Specific steps guide the payment plan process for each customer class, as indicated on the following charts:

The terms of each step of the Standard Customer Payment Plans are as follows:

| | | |
|---------|--|--|
| Step 1A | Standard Customer Payment Plan Pre-termination | <ul style="list-style-type: none">• No down payment required.• Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan).• Not available to customers after termination of service. |
| Step 2 | Standard Customer Payment Plan Pre-termination Re-negotiation | <ul style="list-style-type: none">• No down payment required.• Must pay each month the sum of (1/12 of the estimated prospective average annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan).• Not available to customers after termination of service. |
| Step 3 | Standard Customer Payment Plan Post-termination | <ul style="list-style-type: none">• Initial down payment of 60% of the customer's unpaid balance required.• Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/2 of the customer's unpaid balance for the first three months of the plan). |
| Step 4 | Post-termination 100% may be required | <ul style="list-style-type: none">• A customer may be required to pay up to 100% of the customer's unpaid balance to restore service. |

LOW INCOME HOME ENERGY ASSISTANCE AGENCIES

| MASSACHUSETTS | | RHODE ISLAND | |
|---|---|---|---|
| Fall River Citizens for Citizens (508) 679-0041 | Blackstone Valley Blackstone Valley Community Action (401) 725-8707 | Northeast 7th Down Community Action (401) 351-2750 | South County South County Community Action (401) 789-3016 |
| North Attleboro Self Help (508) 226-4192 | Cranston Comprehensive Community Action (401) 467-7013 | Providence Providence Community Action (401) 273-0882 | West Bay West Bay Community Action (401) 732-4660 |
| | East Bay East Bay Community Action (401) 937-5102 | Department of Elderly/Afrans (401) 462-3000 | |

The terms of each step of the Protected Customer Payment Plans are as follows:

| Step 1A | | Step 1B | | Step 1C | |
|--|--|---|---|---|---|
| Protected Customer Payment Plan Pre-termination | <ul style="list-style-type: none">• No down payment required.• Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the amount due for current usage) or (1/12 of the prospective balance after reducing the amount due by any public energy assistance funds received or promised).• Only available prior to termination of service. | Protected Customer Payment Plan Post-termination | <ul style="list-style-type: none">• Initial down payment of 25% required.• Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the amount due for current usage) or (1/12 of the prospective balance after reducing the amount due by any public energy assistance funds received or promised).• Not available to a customer who has become delinquent from a Step 1A Payment Plan. | Protected Customer Payment Plan Six Month Option | <p>Pre-Termination</p> <ul style="list-style-type: none">• No down payment required.• Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). <p>Post-Termination</p> <ul style="list-style-type: none">• 25% down payment required.• Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). |
| | | | | | |
| Step 2 | | Step 3 | | Step 4 | |
| Protected Customer Payment Plan Pre-termination Re-negotiation | <ul style="list-style-type: none">• No down payment required.• Must pay each month for 12 months the sum of (1/12 of the prospective balance plus the balance due for current usage) or (1/12 of the unpaid balance) + (1/12 of the prospective usage after reducing the amount due by the amount of the LIHEAP grant/promissory).• LIHEAP recipients may renegotiate one additional time upon receipt of a LIHEAP promissory note or at the time when the utility receives the LIHEAP grant, whichever is first. Customer must pay each month for 12 months the sum of (1/12 of the unpaid balance) + (1/12 of the prospective use after reducing the amount due by the amount of the LIHEAP grant/promissory).• Only available prior to termination of service. | Protected Customer Payment Plan Six Month Option | <ul style="list-style-type: none">• Initial down payment of 25% of the customer's unpaid balance required.• Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | Protected Customer Payment Plan Six Month Option | <p>Pre-Termination</p> <ul style="list-style-type: none">• No down payment required.• Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). <p>Post-Termination</p> <ul style="list-style-type: none">• 25% down payment required.• Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). |
| | | | | | |
| Step 5 | | Step 6 | | Step 7 | |
| Protected Customer Payment Plan Post-termination 100% may be required | <ul style="list-style-type: none">• Initial down payment of 60% of the customer's unpaid balance required.• Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | Protected Customer Payment Plan Six Month Option | <ul style="list-style-type: none">• Initial down payment of 35% of the customer's unpaid balance required.• Must pay each month for twelve months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). | Protected Customer Payment Plan Six Month Option | <p>Pre-Termination</p> <ul style="list-style-type: none">• No down payment required.• Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). <p>Post-Termination</p> <ul style="list-style-type: none">• 25% down payment required.• Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). |
| | | | | | |
| Step 8 | | Step 9 | | Step 10 | |
| Reasonable Payment Plan Based on Individual Case-by-Case Analysis | <ul style="list-style-type: none">• Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances. | Reasonable Payment Plan Based on Individual Case-by-Case Analysis | <ul style="list-style-type: none">• Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances. | Reasonable Payment Plan Based on Individual Case-by-Case Analysis | <ul style="list-style-type: none">• Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances. |
| | | | | | |

MASSACHUSETTS TERMINATION OF UTILITY SERVICE REGULATIONS

Age 65 and Older Protection

In Massachusetts, if you and everyone living in your home are 65 years old or older, you may be eligible for special protection from gas shut-offs resulting from overdue bills.

Other Protections

Your natural gas service cannot be shut off, or will be restored, if you provide certification to New England Gas Company that you are unable to pay any overdue bill because of financial hardship, and:

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th, natural gas is used as your primary heating fuel and your service was not shut off for nonpayment before November 15th.

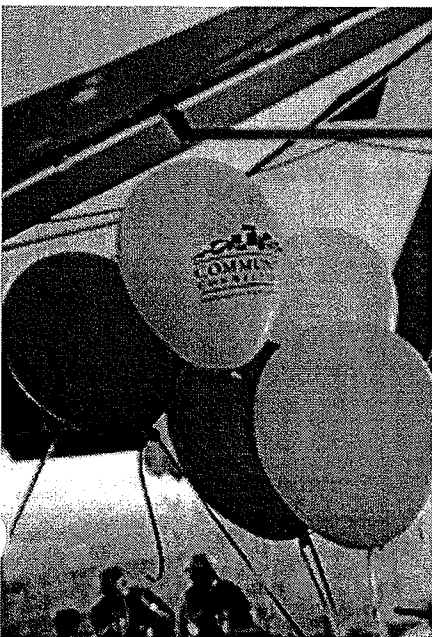


IN THE COMMUNITY *(continued)*



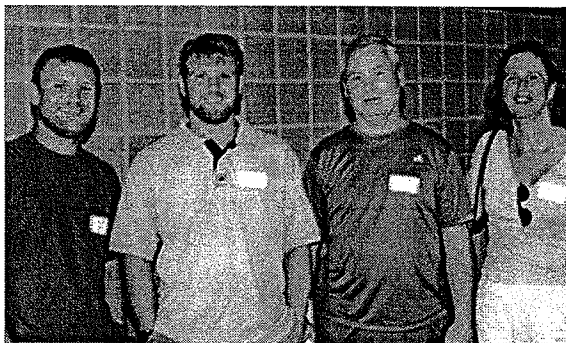
Employees spent more than 500 hours of their own time serving the community through various projects such as sorting food at The Rhode Island Community Food Bank, renovating a home with Rebuilding Together Providence, supporting St. Anne's Hospital's annual Get Moving Walkathon, and participating in the Special Olympics Rhode Island Summer Games.

Thomas C. Robillard, New England Gas Company President and Chief Operating Officer, was pleased to present certificates to this year's environmental scholarship recipients. Johnathan Chaffee, a senior at Massachusetts Maritime Academy, and Joseph Shannon, a junior at the University of New Hampshire, each received a \$3,000 scholarship.



2004 marks the fifteenth year the company has awarded scholarships to students who live in a home or dorm served by New England Gas Company and who pursue an education in the field of environmental management or research.

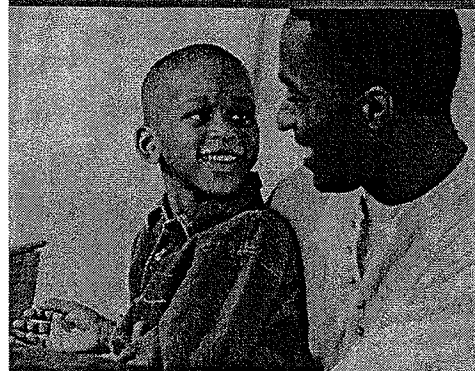
Board members from the Community Connections Fund, an employee directed charity of New England Gas Company, were on hand to celebrate the Fund's first full year of charitable giving.



Since its inception in 2002, the Fund has raised more than \$50,000 in employee pledges and matching grants. Every dollar raised is distributed directly to non-profit agencies chosen by employees. This summer, the Fund distributed over \$10,000 to local communities, enabling 125 children to attend summer camp programs or participate in field trips through the following organizations: AIDS Care Ocean State, American Cancer Society, Arthritis Foundation, Bayside Family YMCA, Blackstone Valley Children's Shelter, Boys & Girls Clubs of Cumberland-Lincoln, Boys & Girls Club of Pawtucket, CityArts! Providence, Boy Scouts of America Narragansett Council, Salvation Army - Fall River Corps, St. Mary's Home for Children, and TSE-TSE Gallery.

For more Community Connections information, visit New England Gas Company's web site at www.negasco.com, or contact Marisa Albanese, Manager of Community Relations, at (401) 574-2062 or via e-mail, malbanese@negasco.com.

DID YOU KNOW?



View Back Issues of Connections

Our customer newsletter is published six times per year and is enclosed along with customers' bills. You may access back issues and the current issue of Connections from our web site: www.negasco.com/home/connections.php

CUSTOMER SERVICE

Rhode Island (401) 831-8800

Massachusetts (800) 544-4944

Hearing & Speech Impaired Dial 711

Web Site www.negasco.com

GAS LEAK EMERGENCY

Rhode Island (401) 272-3330

Massachusetts (800) 936-7000

HOURS

New England Gas Company's customer service telephone hours are 7:30 AM to 6:30 PM, Monday through Friday. Beginning the weekend after Labor Day through the weekend preceding the Memorial Day holiday weekend, our Customer Contact Center will also be open on Saturdays from 7:30 AM to 4:00 PM.

New England Gas Company
Safe. Reliable. Efficient.



Connections

A PUBLICATION OF NEW ENGLAND GAS COMPANY

IN THE COMMUNITY

New England Gas Company Supports Amos House

New England Gas Company and its employees have pooled their resources to support Amos House, which provides food, shelter and other essential services to thousands of Rhode Islanders in crisis.

Recently, representatives of New England Gas visited Amos House to present a check in the amount of \$5,000 from the company. Additionally, winter clothing items such as hats, gloves and socks also were donated on behalf of the employees, who have been collecting these items on an ongoing basis and intend to continue to donate them throughout the winter. In turn, Amos House will distribute these items to those in need.

"New England Gas Company is proud to support Amos House, which provides critical services to the increasing population of homeless in our state," said Christopher J. Medici, director of communications, New England Gas Company. "We are hopeful that this donation will motivate others to support Amos House in their efforts to help our neighbors in need."

This donation is made possible through Community Connections, a comprehensive community leadership initiative by New England Gas Company, which encompasses all of the company's community service activities, charitable



Pictured (l-r) at Amos House in Providence are: Chris Medici, Communications Director, New England Gas Company; Miriam Kimball, Development Director, Amos House; Eileen Hayes, Executive Director, Amos House; Marisa Albanese, Community Relations Manager, New England Gas Company; Thomas Gagnon, representing the employees of New England Gas Company.

contributions, employee volunteerism and consumer outreach programs within the company's service area.

Founded in 1976, Amos House is a house of hospitality in South Providence, Rhode Island. The staff and volunteers provide direct support for people in need by offering resources that help them achieve greater stability and self-reliance in their lives. Every year at Amos House, 150,000 meals are served, 400 homeless people are provided safe, overnight shelter and thousands of Rhode Islanders in crisis receive critical services. For more information, please call Amos House at (401) 272-0220 or stop by 415 Friendship Street, Providence, Rhode Island to learn how you can help people in need by donating money, goods, services or time.

SAFETY TIP

If You Smell Gas...

1. Leave the building (home or business) immediately, taking everyone with you (including pets), and leave all doors and windows open behind you. Don't re-enter the home to open doors and windows.
2. Do not:
 - use phones, computers, appliances, elevators or garage door openers
 - touch electrical outlets, switches or doorbells
 - smoke or use a lighter, match or other open flame
 - position or operate vehicles or powered equipment where leaking gas may be present
3. From another location, you can call New England Gas Company, 24 hours a day, 7 days a week. You can also call your local fire department who will in turn notify New England Gas Company to respond and investigate.



GAS LEAK EMERGENCY NUMBERS

Rhode Island (401) 272-3330
Massachusetts (800) 936-7000

New England Gas Company
 Safe. Reliable. Efficient.

RHODE ISLAND TERMINATION OF UTILITY SERVICE REGULATIONS

The Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers regulate rules relating to the termination of residential gas service. These rules provide options for customers with an outstanding balance and for customers whose service has already been terminated. There are two sets of payment plans available to customers, based on class: "standard customer class" and "protected customer class." A "standard" customer is a customer not categorized in one of the protected classes. A "protected" customer is a residential customer about whom the utility has evidence of one or more of the following:

- Unemployed/receiving unemployment compensation;
- Elderly (**all** members of household must be 62 or older) or disabled (an affidavit stating one disability – verified by a physician – is required);
- Receiving assistance via LIHEAP (Low Income Home Energy Assistance Program);
- Seriously ill – illness that is life threatening or may become life threatening, or a disability – verified by a physician.

These regulations prevent gas utilities from terminating residential service during the utility termination moratorium period (November 1st through April 15th) for nonpayment of a delinquent account if the customer is a "protected class" customer (see above).

Specific steps guide the payment plan process for each customer class, as indicated on the following charts:

The terms of each step of the **Standard Customer Payment Plans** are as follows:

| Step 1A | | Step 1B | |
|---|--|--|--|
| Standard Customer Payment Plan Pre-Termination | <ul style="list-style-type: none">• No down payment required.• Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan).• Not available to customers after termination of service. | Standard Customer Payment Plan Pre-Termination Six Month Option | <ul style="list-style-type: none">• No down payment required.• Must pay each month the sum of (1/6 of the unpaid balance plus the amount due for current usage).• Not available to customers after termination of service. |
| Step 2 | | | |
| Standard Customer Payment Plan Re-Termination Re-negotiation | <ul style="list-style-type: none">• No down payment required.• Must pay each month the sum of (1/12 of the estimated prospective average annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan).• Not available to customers after termination of service. | | |
| Step 3 | | | |
| Standard Customer Payment Plan Post-Termination | <ul style="list-style-type: none">• Initial down payment of 60% of the customer's unpaid balance required.• Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/3 of the customer's unpaid balance for the first three months of the plan). | | |
| Step 4 | | | |
| Post-Termination 100% may be required | <ul style="list-style-type: none">• A customer may be required to pay up to 100% of the customer's unpaid balance to restore service. | | |

LOW INCOME HOME ENERGY ASSISTANCE AGENCIES

MASSACHUSETTS

Fall River
Citizens for Citizens
(508) 679-0041

North Attleboro
Self Help
(508) 226-4192

RHODE ISLAND

Blackstone Valley
Blackstone Valley Community Action
(401) 725-8707

Cranston
Comprehensive Community Action
(401) 467-7013

East Bay
Self Help, Inc.
(401) 437-1000

Northeast
Tri-Town Community Action
(401) 351-2750

Providence
Providence Community Action
(401) 273-0882

Department of Elderly Affairs
(401) 462-3000

South County
South County Community Action
(401) 789-3016

West Bay
West Bay Community Action
(401) 732-4660